



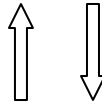
Volunteer – Hospital Host

Position Description

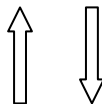
Position Title: Volunteer – Hospital Host
Responsible to: Volunteer Coordinator
Prepared/Reviewed: December 2009

Place in Organisation

Manager – Non Clinical Support



Volunteer Coordinator - Non Clinical Support



Volunteer – Hospital Host

Volunteer's Name:

Volunteer's Signature:.....

Volunteer Coordinator's Name:.....

Volunteer Coordinator's Signature:.....

Date:.....



Volunteer – Hospital Host

Purpose of the Position

To greet patients and visitors at the main entrance to Tauranga Hospital and assist them to make their visit as trouble-free as possible.

Key Tasks of the Volunteer are:-

To greet patients, family members and visitors at the main entrance to Tauranga Hospital

- To assist patients and visitors with directions
- To provide physical assistance to elderly and disabled persons and others in need
- To stay with elderly and disabled patients, dropped at entry points, until collected
- To escort people to their destination as required, including those in wheelchairs
- To ensure a supply of chairs and wheelchairs is available in the foyer at all times
- To assist with the evacuation of people from the building during a fire alarm
- To ensure that there is an adequate supply of magazines in waiting areas

As this is a new scheme volunteers may, over time, be required to assist with other tasks.

Expectations – it is expected that Volunteers will:-

Be polite at all times and treat members of the public, patients and staff with dignity, courtesy and consideration

- Assist patients and visitors in a manner that ensures their safety and comfort at all times
- Respect people's right to privacy at all times
- Ask for assistance from staff and refer all problems to the Volunteer Coordinator when required
- Communicate with and follow the direction/guidance of staff
- Provide feedback as required on tasks undertaken
- Report accidents or incidents immediately
- Comply with the requirements of BOPDHB policies
- Comply with the required Volunteer dress code
- Bring any ideas, concerns or issues to the Volunteer Coordinator for discussion

As this position requires considerable time standing and walking, volunteers are required to take a morning/afternoon tea break during their rostered duty.